

Henry Ford HealthCare:

A newsletter about your healthcare plan



Spring/Summer 2023

Welcome to your Henry Ford HealthCare newsletter. Inside you will find helpful information on how to best utilize your healthcare plan during 2023.

Whether you selected the CDHP Comprehensive HFHS Preferred Network or the HFHS Advantage Tiered Access Plan, you opted for a broad network of providers – all affiliated with Henry Ford Health – to care for you and your dependents. You can choose from any of these providers or facilities in Southeast Michigan who are part of the Henry Ford Preferred Network, which includes all Henry Ford Health employed providers, in addition to hundreds of other physicians who are part of the Henry Ford Physician Network (HFPN), Jackson Health Network (JHN) and Genesys.

We want your experience with your healthcare plan to provide you with all the care you need ... when you need it. By using providers who are “in network” you will also have greater continuity of care. This means that all your providers will know about or have access to view the care you have received, test results and even your medications. This can save you time, money and delays in receiving the care you need, when you need it.

Not only is this extensive network of providers connected and available to you, but you also have the power of Henry Ford Health – a leading academic medical institution – at your fingertips. This means you and your dependents have access to types of care not always offered by other neighboring health systems. Additionally, you have a host of Integrative Medicine services, including acupuncture, massage, functional medicine and reiki. Some of these services are covered as part of your healthcare plan; others are offered at a lower cost than at traditional facilities.

As you can see, you have made a wise healthcare choice for yourself and your dependents. Congratulations and here's to a healthy 2023!

Henry Ford
Physician
Network

Jackson
Health
Network

**HENRY
FORD
HEALTH**®



Getting the most out of your healthcare plan

Step 1: Select a Primary Care Provider

Many health concerns can be quickly addressed by connecting with your primary care provider (PCP) first. This is usually an internist, family practice doctor or pediatrician. Think of your PCP as the captain of your care team. They can chart your health course, helping you to resolve your issues or directing you to the care you need. The graphic on the next page details important information about having a PCP.

If you do not have a primary care doctor, your Concierge Team can assist. Call them at 866.434.1369 (Monday-Friday from 7:30 a.m.-5:30 p.m.).

If you have a PCP but do not feel they are a good fit, you can always change. This can sometimes be awkward, especially if they have been your doctor for some time. Keep in mind, that your first priority is your health. It is also your doctor's first responsibility.

Start by making an honest list of what you want – and don't want – in a PCP. Write down what isn't working for you with your current doctor. The clearer you are, the easier it will be to find a better fit. You could also share this with your current PCP and see if they are willing or able to adjust to meet your needs.

If you decide to switch PCPs, ask friends or colleagues if they would recommend their Henry Ford-affiliated PCP. You can also reach out to your Concierge Team to help you find someone who is a good fit for you.

Remember, you need to feel comfortable with your provider to optimize your health.

Step 2: Do your part

Schedule your annual wellness checkup with your PCP. You don't have to wait a full year from your last wellness checkup to schedule this year's!

Schedule your screenings now. Are you due for a mammogram, a skin check by your dermatologist, or maybe a check of your cholesterol or A1c? Check with your PCP regarding what you need and book it now to allow for ample scheduling time.

Know what to do and where to go. Understand when it's best to call the MyCare Advice Line, if you should schedule a 24/7 Primary Care OnDemand virtual visit, when you should go to an urgent care, or if your health issue demands a visit to the nearest Henry Ford Health Emergency Department.

- **MyCare Advice Line** – This is a free, 24/7 resource for non-emergency concerns. A Henry Ford Medical Group nurse will offer healthcare advice or direct you or your family member to the most appropriate place for care. The number is 866.434.1372.
- **Seeking Urgent Care** – Use urgent care when your situation doesn't call for Emergency Department visit but requires more than you can or should handle at home. While you can go to any urgent care facility, by going to one affiliated with Henry Ford Health, including Henry Ford-GoHealth Urgent Care centers, your encounter will be logged in your Henry Ford medical record. This helps your primary care doctor or specialist access the care delivered to you. Find a Henry Ford-affiliated facility near you by going to www.henryford.com/sameday or www.henryford.com/locations.
- **Emergency-level Care** – When you or your dependents need care that extends beyond tending to minor cuts, sprains or ailments, you can go to any Emergency Room. But by staying within Henry Ford Health for your care, your medical record will be up to date and available for any of your Henry Ford providers. To find a Henry Ford Emergency Department near you, go to www.henryford.com and click on Locations.



Scan this QR code to learn
more about your health plan

Here's why you need a primary care provider (PCP)

Internists, pediatricians and family medicine providers are all PCPs

Having a PCP makes sure you

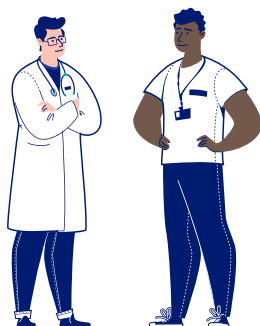
Get your health screenings and vaccinations on time



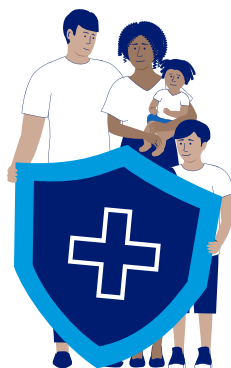
Have someone who knows your health history



Are referred to specialists if needed



Have someone who cares for your total health and advocates for you.



How to know if your PCP is a good fit for you

You can speak freely and are relaxed during your appointment



You trust their opinion



You agree with their care philosophy



You feel heard – not rushed



When needed, you can be seen right away by your PCP or an associate



Hello, warm weather

Hooray for spring!

With warmer temperatures and more abundant sunshine comes the urge to get outside and get moving. Whether you prefer early morning or evening walks, training for a triathlon or enjoy trips to the local park with your children, keep these tips in mind to make it a healthy spring and summer.

Steadily increase your activity level. Even though it's tempting, don't reintroduce activity by running five miles or taking on a 40-mile bike ride. Ease into it and avoid needing to use your healthcare plan!

Hydrate, hydrate, hydrate. Our bodies need and crave water. Drink plenty of water before you exercise, during and then after. Keep an eye on your kids as well. Take fun water breaks – maybe even throw a raspberry or strawberry in their glass to make it more fun. You can also add to hydration through foods like cucumbers, lettuce, watermelon and other juicy fruits.

Get the dog involved. Increase your activity by increasing your dog's. But remember, don't overdo it in the first week. Gradually increase distance for your sake and your pooch's.

Try something new. If your body is moving, it's exercise. It doesn't always have to be rigorous. Take an easy hike, try your hand at pickle ball, take locally offered tennis lessons.

Create your own outdoor gym. Do standing pushups against your garage, create a walking lunge path in your backyard, jump rope in your driveway. Be creative!

Don't forget sunscreen. Buy new sunscreen and keep it by the door as a reminder to slather some on before you leave the house. If you (and your kids) are outdoors for extended periods, remember to reapply.

Remember, the best way to greater health is to play it smart by focusing on wellness and prevention.

Your Concierge Team – You can call your Concierge Team if you need to find a provider within the network, need help scheduling an appointment, learning who to talk to for a billing question and more. Their number is 866.434.1369

Your MyCare Advice Line – Staffed by Henry Ford nurses, this 24/7 phone line is available to you for non-emergency health guidance at 866.434.1372.



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